

CLAIMS:

1. A method of managing a plurality of agents working for a contact center, comprising:
 - preparing a plan for each agent for a forthcoming first period, which plan comprises at least one performance indicator value for each of a plurality of second periods of no more than half a day, shorter than the first period,
 - deriving, at least at the frequency of the second period a variance from the plan, for each of the agents, and
 - communicating, at least at the frequency of the second period, with each agent whose variance exceeds a threshold.
2. A method as claimed in claim 1, wherein the duration of the second period is between one half hour and two hours.
3. A method as claimed in claim 1, wherein the second period is substantially one hour.
4. A method as claimed in claim 1, wherein the second period is substantially one half hour.
5. A method as claimed in claim 1, wherein the second period is substantially two hours.
6. A method as claimed in claim 1, wherein the first period is one working day.
7. A method as claimed in claim 1, wherein a variance that does not exceed the threshold is noted for discussion subsequently.
8. A method as claimed in claim 7, further comprising a plurality of scheduled meetings between a Team Leader and each Agent at which variances that do not exceed the threshold are discussed.

9. A method as claimed in claim 1, further comprising a plurality of scheduled meetings between at least one Team Leader and higher management.
10. A method as claimed in claim 9, wherein one scheduled meeting occurs per day.
11. A method as claimed in claim 1, further comprising a step of generating a report on at least one key performance indicator value from at least one information source.
12. A method as claimed in claim 11, wherein the generation of the report is conducted on a per Agent basis.
13. A method as claimed in claim 6, wherein further reports are generated daily and weekly.
14. A method as claimed in claim 1, further comprising at least one consequent action point.
15. A method as claimed in claim 14, wherein the consequent action point comprises scheduling a course for at least one agent.
16. A method as claimed in claim 1, wherein the first time period is determined by higher management.
17. A method as claimed in claim 1, further comprising maintenance of information regarding the capability for each Agent.
18. A method as claimed in claim 1, wherein at least one performance indicator value is are adjusted in response to variance from the plan